Abstract

A managed entity view framework and methods for obtaining configuration information, diagnostic information, and statistic information in support of operations management actions is presented. The method includes validating a managed entity viewing script template for execution on a target managed entity, retrieving target managed entity specific template parameter values, populating the managed entity viewing script template to derive a managed entity viewing script therefrom, and submitting the script for execution on the target managed entity. Advantages are derived from a reduced need to model, and maintain models of, managed communications network entities, therefore reducing the need update managed communications network entity model data including managed communications network entity information. Instead managed entity viewing scripts are used to retrieve current information from corresponding target managed communications network entities whenever required. Advantages are also derived from reducing the need for extensive operations management personnel training providing ease and speed in selecting CLI commands scripts to obtain information without manually logging in on target management entities. Further advantages are derived from provides an improved information collection means for diagnosis. Upon receiving a trap at the NMS from a managed communications network entity, trap-directed managed entity viewing scripts are autonomously submitted for execution on the managed communications network entity to collect information for problem isolation and eventual resolution. These benefits lead to reduced operations management costs for service providers managing communications networks.